

**MISSOURI WIC STATE PLAN- SECTION 2**  
**INSTRUCTIONS FOR LOCAL AGENCY OPERATIONS**  
**(PROCEDURE MANUAL)**

Policy Title	Policy Number
<b><u>DEFINITIONS</u></b>	
<b>I. VENDOR MANAGEMENT</b>	
Food Instrument Redemption at Authorized Stores	<a href="#"><u>3.08300</u></a>
Local WIC Provider/WIC Authorized Retailer Role	<a href="#"><u>3.08400</u></a>
Partial Infant Formula Food Instrument Redemption Form (WIC-21)	<a href="#"><u>3.08500</u></a>
Conflict of Interest	<a href="#"><u>3.08800</u></a>
<b>II. NUTRITION SERVICES</b>	
<b>Breastfeeding</b>	
Breast Pump Policy	<a href="#"><u>6.05100</u></a>
LWP Nutrition Personnel: Breastfeeding Coordinator	<a href="#"><u>6.05000</u></a>
Local WIC Provider Responsibility: Supportive Breastfeeding Environment	<a href="#"><u>6.05050</u></a>
<b>Breastfeeding Peer Counseling</b>	
Local Agency Personnel: Breastfeeding Peer Counselor Job Description	<a href="#"><u>6.00200</u></a>
Local Agency Personnel: Breastfeeding Peer Counseling Program Coordinator Job Description	<a href="#"><u>6.00100</u></a>
Local Agency Personnel: Senior Breastfeeding Peer Counselor Job Description	<a href="#"><u>6.00050</u></a>
Compensation of Peer Counselors	<a href="#"><u>6.00300</u></a>
Documentation of Participant Contacts	<a href="#"><u>6.01000</u></a>
Referrals of Breastfeeding Participants	<a href="#"><u>6.01500</u></a>
Breastfeeding Peer Counseling Social Media	<a href="#"><u>6.01600</u></a>
Local Agency Cell Phone Usage	<a href="#"><u>6.01700</u></a>
<b>Food Package</b>	
Food Package: State and Local Agency Responsibility	<a href="#"><u>2.01200</u></a>
WIC Approved Food List	<a href="#"><u>2.06600</u></a>
Food Selection Criteria	<a href="#"><u>2.06700</u></a>
Primary Contract Infant Formula	<a href="#"><u>2.06750</u></a>
Exempt Infant Formula and Medical Food Selection	<a href="#"><u>2.06760</u></a>
Cash Value Benefit/Voucher (CVB/CVV)	<a href="#"><u>2.06950</u></a>
Guidelines for Issuance of Formulas, WIC-Eligible Nutritionals, and Other Supplemental Foods under Food Package III	<a href="#"><u>2.07000</u></a>
Return and Replacement of Standard Formula, Exempt Formula or WIC Eligible Nutritionals	<a href="#"><u>2.07400</u></a>
Guidelines for Issuance of Food Package 1 & II to Infants	<a href="#"><u>2.07600</u></a>
Guidelines for Issuance of Food Package IV to Children	<a href="#"><u>2.07800</u></a>
Guidelines for Issuance of Food Packages V, VI and VII to Women	<a href="#"><u>2.07900</u></a>

Guidelines for Food Issuance: Homeless Women, Infants and Children	<a href="#">2.08100</a>
Prorated Food Packages	<a href="#">2.08500</a>
<b>Nutrition</b>	
Training Local WIC Providers	<a href="#">1.01550</a>
State Agency Responsibility: Nutrition Education	<a href="#">2.01000</a>
Local WIC Provider Nutrition Personnel: Nutritionist	<a href="#">2.01400</a>
Local WIC Provider Nutrition Personnel: Nutrition Coordinator	<a href="#">2.01450</a>
Local WIC Provider Nutrition Personnel: Competent Professional Authority	<a href="#">2.01500</a>
Local WIC Provider Personnel: WIC Certifier	<a href="#">2.01650</a>
Local WIC Provider Personnel: Health Professional Assistant (HPA)	<a href="#">2.01700</a>
Care Plans and High-Risk Risk Factors	<a href="#">2.02900</a>
Serving Homeless Persons	<a href="#">2.05200</a>
Policy for Homelessness 801 & Migrancy 802	<a href="#">2.05875</a>
Initial Nutrition Education Contact	<a href="#">2.06000</a>
Guidelines for Nutrition Education: Approved Resources	<a href="#">2.06200</a>
Alternative Methods of Providing Nutrition Education (Web based, Self-Paced Modules, Telephone and E-mail)	<a href="#">2.06300</a>
Effective Nutrition Education: Standards, Participant-Centered Goals, Delivery Methods and Documentation	<a href="#">2.06400</a>
<b>III. INFORMATION SYSTEMS</b>	
Equipment Inventory	<a href="#">1.04900</a>
WIC Equipment: Temporary Loan, Repair and Replacement	<a href="#">1.05100</a>
Communication Lines with MOWINS	<a href="#">1.05300</a>
Income Guidelines	<a href="#">3.01200</a>
WIC Applications, Access, User Names, Passwords and Security	<a href="#">3.01400</a>
Processing of Application & Issuance of Food Instruments When the Data System or Computer Equipment Fails	<a href="#">3.01450</a>
Certification and Appointment Backup	
Participant ID Numbers in WIC Data System	<a href="#">3.02600</a>
<b>IV. ORGANIZATION AND MANAGEMENT</b>	
Local WIC Provider (LWP) Personnel: WIC Coordinator	<a href="#">1.01250</a>
Appropriate Tasks: Administrative/Clerical	<a href="#">1.01400</a>
Using Volunteers	<a href="#">1.01600</a>
Public Comment on WIC State Plan	<a href="#">1.02250</a>
WIC Operations Manual (WOM)	<a href="#">1.02300</a>
Local Agency Plan	<a href="#">1.02700</a>
Disaster/Emergency Preparedness Plan	<a href="#">3.00500</a>
No Smoking Policy	<a href="#">1.02600</a>
<b>V. NUTRITION SERVICES AND ADMINISTRATION</b>	
Monthly Administrative Cost Invoice	<a href="#">1.03300</a>
Line Item: Personnel Compensation	<a href="#">1.03400</a>
Line Item: Personnel Benefits	<a href="#">1.03500</a>

Line Item: Contract Services	<a href="#">1.03600</a>
Line Item: Conference & Training	<a href="#">1.03700</a>
Line Item: Travel	<a href="#">1.03800</a>
Line Item: Equipment Purchases	<a href="#">1.03900</a>
Line Item: Nutrition and Breastfeeding Materials	<a href="#">1.04000</a>
Line Item: Administrative Office Costs	<a href="#">1.04100</a>
Line Item: Medical Materials	<a href="#">1.04200</a>
Line Item: Computer Hardware/Software	<a href="#">1.04300</a>
Line Item: Facilities Costs	<a href="#">1.04400</a>
Line Item: Indirect Costs	<a href="#">1.04500</a>
Line Item: Special Funds	<a href="#">1.04600</a>
In-Kind Costs	<a href="#">1.04700</a>
Local WIC Provider Outside Contracting	<a href="#">1.04800</a>
WIC Program Income	<a href="#">1.05450</a>
Local WIC Provider Collections	<a href="#">1.05850</a>
<b>VII. CASELOAD MANAGEMENT</b>	
Outreach	<a href="#">1.02100</a>
Contracted Caseload Participation	<a href="#">3.06800</a>
No Shows: Follow-Up	<a href="#">3.07000</a>
Waiting Lists	<a href="#">3.07100</a>
Clinic Access	<a href="#">3.07800</a>
<b>VIII. CERTIFICATION ELIGIBILITY AND COORDINATION OF SERVICES</b>	
Participant Confidentiality	<a href="#">1.01700</a>
Participant Referrals	<a href="#">1.01800</a>
Dual Participation	<a href="#">1.06150</a>
Program Integrity	<a href="#">1.07000</a>
Conflict of Interest and Separation of Duties	
Value of WIC Benefits	<a href="#">1.07050</a>
Proof of Pregnancy	<a href="#">2.02650</a>
Physical Presence at Certification or Mid-Certification Assessment	<a href="#">2.02700</a>
Guidelines for Annual Certifications, Mid-Certification Assessment (MCA), Data Collection and Risk Factor Assignment	<a href="#">2.02800</a>
Program Explanation to the Participant	<a href="#">2.03200</a>
Weight Standards for Women and Adolescent Females	<a href="#">2.03300</a>
Nutrition Risk Criteria	<a href="#">2.03500</a>
Exit Counseling	<a href="#">2.06500</a>
Applicants Processing	<a href="#">3.01700</a>
Residence Requirements for Participants	<a href="#">3.01800</a>
Income Assessment and Documentation	<a href="#">3.02000</a>
Determining Household Size	<a href="#">3.02100</a>
Voter Registration	<a href="#">3.02700</a>
Transfer of Certification and Verification of Certification (VOC)	<a href="#">3.02900</a>
Written Notification of Ineligibility	<a href="#">3.03300</a>

Schedule of Annual Certification and Mid-Certification (MCA) Periods	<a href="#">3.03500</a>
Proxies and Authorized Representatives	<a href="#">3.03800</a>
Proof of Identity	<a href="#">3.03850</a>
Participant Identification Folder (WIC 17)	<a href="#">3.03950</a>
<b>IX. FOOD DELIVERY/FOOD INSTRUMENT ACCOUNTABILITY AND CONTROL</b>	
Food Instrument Accountability and Liability	<a href="#">3.04000</a>
Food Instrument Issuance	<a href="#">3.04800</a>
Food Instrument Issuance - Mailing	<a href="#">3.05500</a>
Explaining the Food Instrument Redemption Process	<a href="#">3.05600</a>
Food Instrument (FI) Replacement-Returned FI, Returned Infant Formula and Custody Change	<a href="#">3.06100</a>
Food Instrument (FI) Replacement – Lost or Stolen Reported by Participant	<a href="#">3.06200</a>
Keying Food Instrument Disposition	<a href="#">3.06400</a>
Food Instrument Issuance Cycles	<a href="#">3.08100</a>
<b>X. MONITORING AND AUDITS</b>	
WIC Local Agency Nutrition Services Contract and Attachments	<a href="#">1.03250</a>
State and Local WIC Provider Monitoring Process	<a href="#">1.05500</a>
Management Evaluation System	<a href="#">1.05550</a>
Local WIC Provider Administrative Appeals	<a href="#">1.05800</a>
Audit	<a href="#">1.05900</a>
Local WIC Provider Record Retention and Destruction – Audit Letter	<a href="#">1.06000</a>
<b>XI. CIVIL RIGHTS</b>	
State Responsibility - Civil Rights Compliance	<a href="#">1.05600</a>
Local Responsibility – Civil Rights and Public Notification	<a href="#">1.05700</a>
Program Violations	<a href="#">1.06200</a>
Participant Fair Hearings	<a href="#">1.06800</a>
Civil Rights Impact Analysis-Change in Clinic-Opening, Closing, Reducing Hours or Moving	<a href="#">3.01500</a>

Policies with eWIC-related components will be updated prior to eWIC implementation.